

Your use of any of C3ntral Limited services is governed by the following terms and conditions. Please read them carefully. They do not affect your statutory rights.

In these terms and conditions references to 'we' and 'us' are to C3ntral Limited, registered company number in Scotland SC331363, registered office: 129 Comely Bank Road, Edinburgh, Scotland, EH4 1BH .

Our Agreement

By ordering services from C3ntral you are entering into a contract with us. The terms below are important and set out our obligations to you and what you are agreeing to.

Order Process

To order our service you will need to supply us with two phone numbers on which we are able to contact you (these numbers may be mobiles or fixed lines (or both) where the caller ID may be withheld) together with an e-mail address. Our contract with you, and your service ordered, is not legally binding until 6.00pm the day before our engineer is due to visit you. For a service visit scheduled on a Monday the order becomes legally binding at 6.00pm the Friday before. You may cancel at any time up to this point and claim a full refund by contacting us directly. If you order more than one service each service may be cancelled separately for any reason.

Fees and Payment

Payment for any @Home™ service is payable by card at the point of arranging appointment otherwise only cash will be accepted by the engineer at the time of the appointment.

We accept payment by Mastercard, Visa, Delta, Maestro and American Express. Payments made by this means will be subject to a £3.00 process charge. Payment is deducted when we process your order. Any refunds will be made to the credit or debit card used for purchase.

All prices and charges are in UK pounds. They include any VAT payable at the current VAT rate.

Most business accounts are subject to standard invoicing terms agreeable with your account manager.

Booking Service Slots

If you wish to make an appointment for our service(s), you can do so by calling 0845 652 6862 or by contacting your C3ntral Representative directly. Appointments for an engineer to visit your business/home can be made for a specific day, at a time convenient to you. Appointments are subject to availability and will be allocated on a first come, first served basis.

The date of the appointment slot you have booked will be confirmed in the e-mail we send you after you have placed your order.

Sometimes it may be necessary to re-schedule an appointment due to factors beyond our control. If it is necessary to do this, we will telephone you to try to re-schedule another appointment as soon as reasonably possible at a mutually convenient time. In the unlikely event we do have to reschedule an appointment at any time you may cancel your order and claim a full refund for the service affected.

We may need to arrange repeat visits in order to fix a problem.

Cancelling or Changing an Appointment

You may cancel or make a change to an appointment at any time before 6.00pm the day before the appointment date (or the Friday before for a Monday appointment). Cancellations made before 6.00pm on the day prior to the appointment (or the Friday before for a Monday appointment) will be entitled to a full refund of the service paid for. If you cancel or change an appointment after this time we will do our best to re-arrange our schedules without cost to you but we will withhold up to 50% of the fees paid to cover our cancellation costs.

Service cancellations or changes can be made by calling 0845 652 6862 or by contacting your C3ntral Representative directly.

Missed Appointments

If you are out at the agreed appointment time or there is no adult present and subsequently cancel your service contract C3ntral will withhold up to 50% of the fees paid to cover its costs.

The engineer will take a picture of the door with the date and time recorded as evidence of this.

Expertise and Parts Warranty

All C3ntral's services carry a 30 days warranty on expertise and 1 year manufacturer's warranty on parts.

This excludes faults caused by the failure of other components after the repair has taken place, or by faults caused through the incorrect use of software or downloaded material, or by faults arising from accidental damage or incorrect use of the product.

Service Visit Requirements

IMPORTANT: You are responsible for ensuring that all data and information on your computer or other hardware is saved and appropriately backed up before we access your system. C3ntral will not be responsible for any loss of data, information or records.

If you book an @Home™ service appointment we will need the following at the time of appointment:

- An adult (over 18 yrs of age) who has a basic knowledge of the service required or any problems encountered must be present.
- Access to the area and equipment being serviced and the electricity mains, plus light and power.
- Your agreement to follow our reasonable instructions.

In addition to the above requirements, if we will be working on your computer we will need:

- A person with administrator level access present.
- Any relevant software recovery disk(s) (or other media).
- A connected CD or DVD writer or reader.

If you do not comply with the above requirements and we are unable to fix your computer for that reason we may retain up to 50% of the fees paid by you.

Remote Services

Whilst our engineers will use reasonable amounts of skill and care to resolve problems you have referred to us, you accept that we may not be able to correct your problem using our remote support service due to circumstances beyond our control. In the event that it is not possible, we will discuss alternative methods with you in order to resolve your problem, including our in-home service.

We rely on the information you give us to operate this service. Such information must be complete and as accurate as possible to enable use to effectively resolve your problem.

Systems Excluded

Our services exclude support for the following unless you are a business customer:

- File servers and operating systems, except Microsoft Windows Home Server;
- Domain & active directory based networks;
- VPN and WAN networks;
- Corporate infrastructure hardware (complex firewalls, switches etc.); and
- Linux.

If your system includes any of the above our engineer may give you a quote to resolve the relevant problem or you may cancel the service ordered. However we may withhold up to 50% of the fees paid to cover our cancellation costs.

Software Licenses

Any software patches, upgrades or fixes applied to your system by our engineers during either a Remote Service or an appointment, are licensed to you by us or the relevant third party licensors for your own reasonable personal and non-commercial use only unless otherwise stated. You may not supply such software to anyone else. The licensor retains all copyright and other intellectual property rights in such software.

Liability Exclusions

We do not have specific knowledge of your computer and its configuration. Whilst we will use our best efforts to minimise disruption to your system, we cannot be responsible for any unforeseen consequences of our services.

Our services may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services on any manufacturer's warranty and take appropriate action.

We cannot be responsible or liable to you in relation to any service regarding:

- Any loss or corruption of data, information or records.
- Any loss of goodwill, or any loss of (or interruption to) business or contracts.
- Any failure by you to follow our reasonable advice, recommendations or instructions.
- Any losses you may suffer arising from your use of (or failure to use) any anti-virus software.
- Any loss that is not reasonably foreseeable.

Information We Require and Use of Information

We will ask you for certain details which we require to perform the service. This includes address and contact telephone numbers able to accept incoming calls and an e-mail address.

We may record your conversations with our engineers for training or records purposes. Your data protection and privacy rights regarding other information we may collect are set out in our [Privacy Policy](#).

The use of this information is governed through our privacy policy (below).

Who We Are

We are C3ntral Limited, registered company number in Scotland SC331363.

registered office: 129 Comely Bank Road, Edinburgh, Scotland, EH4 1BH.

If you have any problems we would recommend you e-mail us at enquiries@c3ntral.net

We aim to reply to any queries within 48 hours.